

FORT LEONARD WOOD

HOUSING POSITION FUNCTIONS

Direct Support

HOUSING MANAGER:

- Manages on post family housing operations, enlisted unaccompanied housing operations, including customer services, entitlement determination, application, assignment and termination process, inspections, budget programming and maintenance, repair and improvement program.
- Develops and implements installation Housing policy. Directs subordinate staff in implementation of procedures, formulation of regulations and procedures.
- Supervises installation housing personnel, including scheduling, establishment of performance standards, performance evaluation, personnel counseling, training needs, selection of referred candidates, and sound position management.
- Develops funding requirements for budget requests, controls obligations and expenditures to insure fund limitations are observed.
- Oversees management and reporting of General Officer Quarters long-range work plans and annual budget reporting.
- Maintains overview of housing needs, trends and projects; insures appropriate action is taken to resolve problems, correct deficiencies, or clarify policies.
- Coordinates work of the division with installation staff activities and higher headquarters, and when necessary, with local governments or agencies.
- Provides information and action briefings to DPW, installation command, higher headquarters, and other appropriate offices.
- Acts on housing exception requests, prepares warning letters and eviction actions.

FACILITIES SECTION MANAGER

- Serves as Chief, Facilities Section, performing supervisory duties over facilities and inspection personnel.
- Personally or through subordinates, plans, programs, coordinates and monitors all maintenance, improvement and repair of on-post family housing.
- Develops annual and long-range work plans for assigned facilities.
- Coordinates with installation agencies, contractors or Army Corps of Engineers for accomplishment of work.
- Makes frequent on-site engineering-oriented inspections of facilities and grounds to determine current and future requirements.
- Prepares and develops necessary data for project approvals.
- Reviews in-progress projects to ensure compliance with requirements.
- Assists in development and accomplishment of maintenance, repair and improvement projects in family units.

- Working from pre-termination inspection reports and other input, develops work requests to accomplish needed repairs.
- Actively monitors work ongoing in housing facilities.
- Coordinates with installation activities, residents, and higher level employees to ensure prompt and proper completion of work.
- Makes on-site inspections to gather data to enable accurate description of work to be accomplished and to assure quality and completeness of work project.
- Responsible for overall Key Control for family housing.

MAINTENANCE COORDINATOR

- Prepares and submits work requests to DPW to obtain necessary work in family housing.
- Coordinates with DPW, COR, occupants, cleaning contractors and others to provide for prompt and timely accomplishment of work to assure occupant convenience and to preclude unnecessary vacancies.
- Makes on-site inspections to gather data and to ensure work progresses as needed.
- Closely controls orders against available funding. Makes recommendations to Housing Manager for funding adjustments.
- Assists in developing annual and long-range work plans.
- Assists in the preparation of projects requiring approval and funding by higher authority.
- Submits progress reports on projects.
- Takes deposits for cleaning teams and disperses money to cleaning teams upon completion of work.

OFFICE AUTOMATION CLERK

- Performs office automation and clerical duties in support of the Facilities Section.
- Prepares a variety of narrative and tabular materials.
- Receives incoming telephone calls and greets visitors; ascertains the nature of their business and makes appropriate referrals.
- Assists customers in preparing documents to request approval to install a fence at their quarters.
- Serves as Key Control Custodian.
- Prepares paperwork for inspectors daily schedule.
- Maintains office supplies, files and handouts.
- Prepares statements of charges, cash collection vouchers and financial transmittals.

FAMILY HOUSING INSPECTOR

- Performs inspections such as pre-termination, termination, assignment or special inspections and prepares paperwork associated with change of occupancy.
- Performs routine counseling of occupants with regard to rights, privileges and responsibilities of occupancy.
- Determines damages other than fair wear and tear.
- Prepares work authorization documentation.
- Teaches self-help cleaning class to occupants of family housing preparing to clear.

- Investigates routine work orders to determine necessary repairs.
- Teaches certified cleaning class to prospective cleaning teams.

SERVICES SECTION MANAGER

- Supervises Housing assignment and termination operation, including inprocessing applicants, scheduling inspections, managing waiting lists, customer services.
- Ensures available quarters are promptly assigned.
- HOMES Systems Administrator.
- Locally administers data collection and recording to meet all HOMES system requirements.
- Prepares a variety of reports related to occupancy, inventory management, BAH income, utilization, and management performance factors.
- Maintains Housing information systems, including troubleshooting, system security and access.
- Maintains housing suspenses.
- Provides a variety of customer service operations, including reception of visitors, telephone calls and written communications.
- Investigates abandoned quarters, enlists unit involvement to clear the quarters for reassignment.
- Investigates complaints of unsanitary conditions, unauthorized actions in quarters, neighborhood disputes, etc.
- Receives requests for exceptions to policy; researches and provides recommendation to the Housing Manager.

HOUSING CLERK

- Receives applications and advises applicants of Fort Leonard Wood Housing policies and provides Housing customer services.
- Establishes eligibility for type housing and advises applicants of waiting time and transient facilities for interim while waiting.
- Provides information on other related support services.
- Offers selection of available quarters.
- Schedules housing inspections.
- Advises applicants of procedures for requesting exceptions to policy.
- Maintains continual awareness of housing status.
- Provide general and specific housing information, including waiting times, waiting list procedures, assignment and termination procedures.

HOUSING ASSISTANT COMMUNITY HOUSING REFERRAL AND RELOCATION SERVICES

- Coordinates with off-post landlords and local agencies concerning availability of off post housing.

- Provides housing counseling for incoming soldiers and/or family members as well as current occupants.
- Prepares leases for and collects rent from international students and foreign liaison service members each month and deposits money at the bank.
- Assists in resolving tenant landlord disputes.
- Conducts preliminary inquiries to validate housing discrimination complaints.
- Liaison with community and Government officials and organizations.
- Collects data on housing market area for use in BAH determination.
- Provides customers with general information on the community and support services available in handout form.
- Verifies permissive TDY.
- Keeps HOMES system off-post housing referral information up-to-date.

SECRETARY

- Assists Housing Assignment and Termination Section in providing customer service operation at the front desk.
- Performs receptionist duties, distributes information, answers phone, refers visitors to the appropriate section.
- Types correspondence, maintains files.